

# 5.3 Quality Management

## Bright Pattern Documentation

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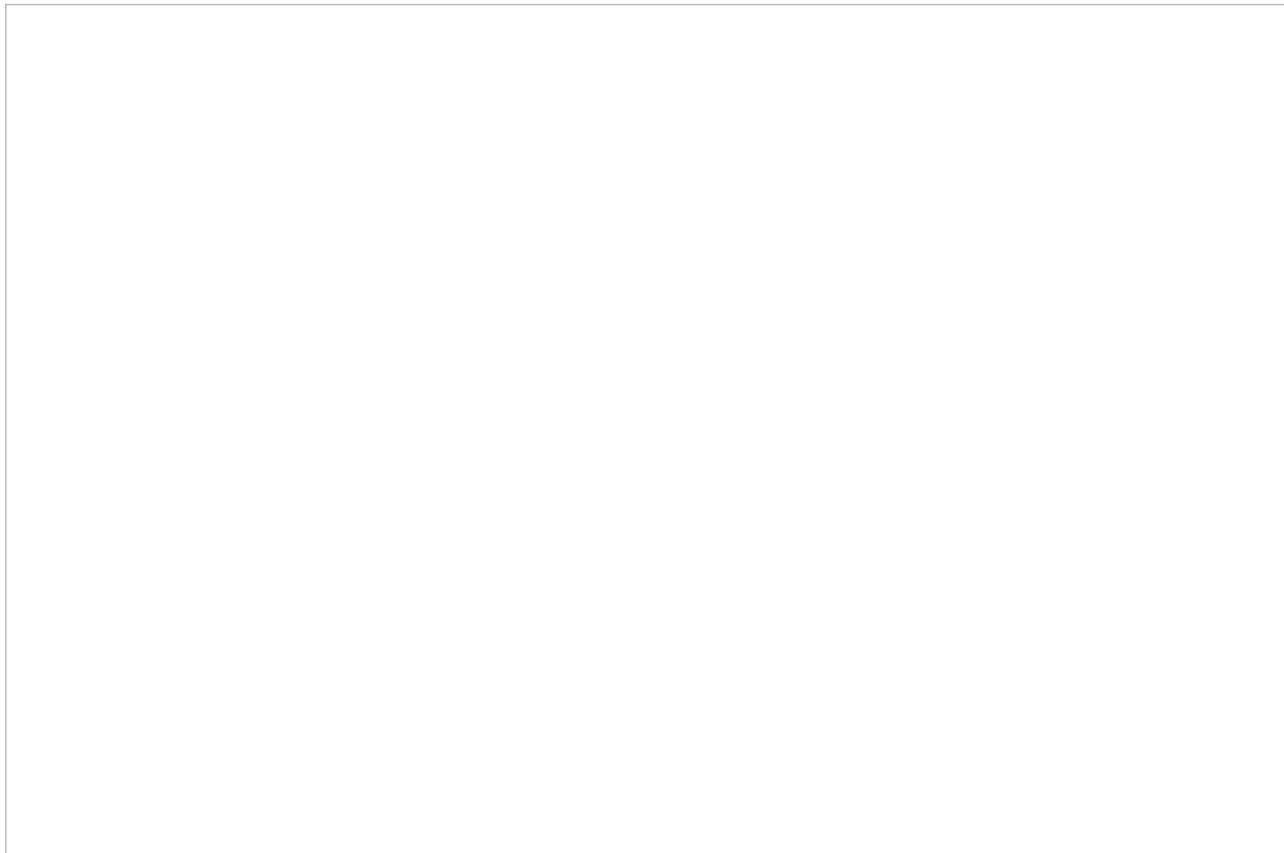
# Quality Management Overview

Section Quality Management is where you define system-wide settings related to managing the quality of the interactions between agents and customers; call and screen recording settings are configured here.

## Sections

The following is a list of sections in the Contact Center Administrator application, section Quality Management.

- [General Settings](#)
- [Evaluation Forms](#)
- [Survey Forms](#)
- [Grading Categories](#)
- [Call Recording and Monitoring](#)
- [Screen Recording](#)



Quality Management

## General Settings

Section *General Settings* lets you configure various settings related to the Quality Management section of Agent Desktop. Quality Management features are enabled per contact center. For more information, contact your service provider.



Quality Management > General Settings

## Completed QM Evaluations Require Confirmation (from either of)

This setting requires users to either confirm or reject an evaluator's score of an interaction; checkboxes are available for the roles of *Agent* or *Supervisor*. When this setting is enabled and an evaluation is not accepted, the evaluation goes back to the evaluator. For more information, see [Conducting Evaluations](#).

## Self-Evaluations Require Confirmation (from either of)

For users that have the privilege to [Evaluate own interactions](#), this setting requires all self-evaluations to be confirmed; checkboxes for this setting allow you to select either *Supervisor* or *Evaluator* for confirmations. **Note:** A user is not allowed to confirm their self-evaluations, irrespective of their role. If the *Evaluator* option is selected, evaluators will see an additional [Pending confirmations](#) search preset button on the [Eval Home](#) screen in Agent Desktop.

## Evaluation form editor

### Save AutoRecover information every

The option *Save AutoRecover information every* allows the system to automatically save evaluations in progress at a configurable interval of minutes; the default setting is 10 minutes.

## Agent configuration

The following settings apply to agents and affect configurable reporting and search periods.

### Sliding window for agent's Quality Score widget is

This setting allows you to define the default number of days that display in an agent's [Quality Score](#) widget; the default is 30 days.

### Sliding window for agent's CSAT Score widget is

This setting allows you to define the default number of days that display in an agent's [Satisfaction](#) widget; the default is 30 days.

### Sliding window for agent's past interactions counter is

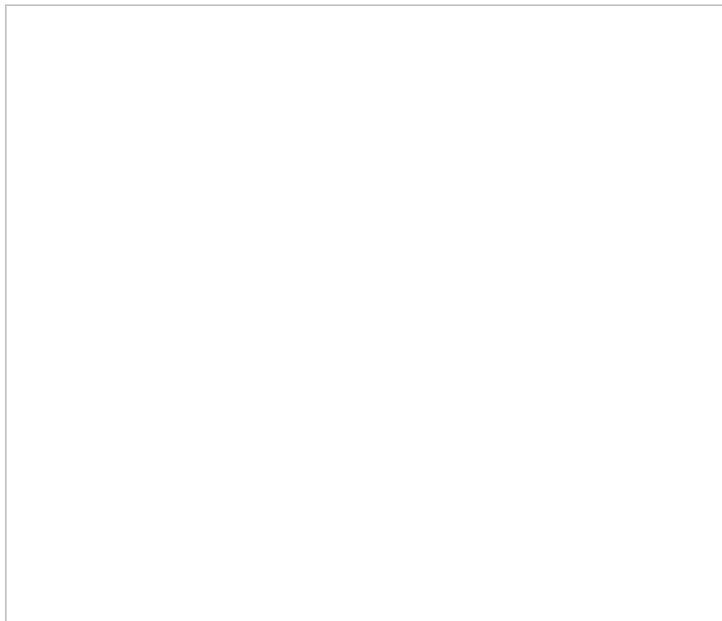
This setting allows you to define the number of days the [My Interactions](#) search present button searches for an agent's past interactions; the default is seven days.

### Sliding window for agent's past evaluations counter is

This setting allows you to define the number of days the [Accepted](#), [Disputed](#), [Failed](#), and [Pending confirmations](#) search preset buttons search for an agent's past evaluations; the default is seven days.

### List of shared evaluation areas for Quality Score widget

When edited, this option allows you to select specific [shared evaluation areas](#) to be displayed in an agent's Quality Score widget. Note that no shared areas are selected by default. After selecting the desired shared areas, you may choose to either **Apply changes to new accounts only** or **Apply changes to all existing accounts**. The default option is *new accounts*.



Select shared areas to display in the Quality Score widget

## Supervisor configuration

The following settings apply to agents and affect the configurable reporting and search periods.

### Sliding window for supervisor's Supervised Quality Score widget is

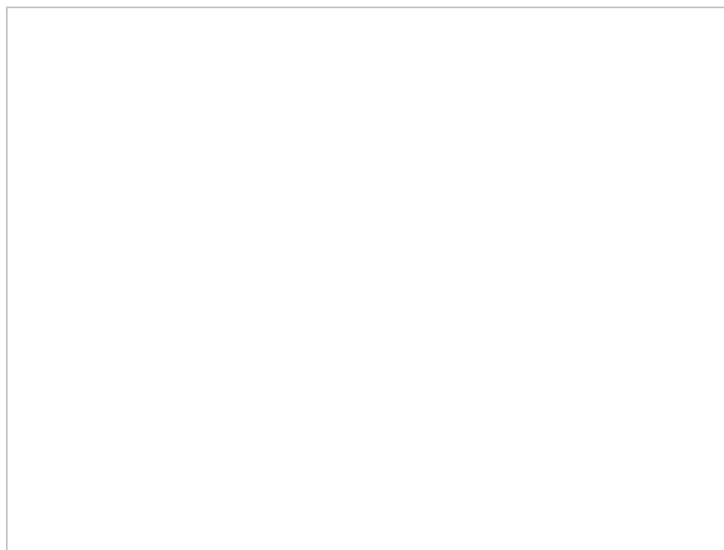
This setting allows you to define the default number of days that display in a supervisor's [Supervised Quality Score](#) widget; the default is 30 days.

### Sliding window for supervisor's past evaluations counter is

This setting allows you to define the number of days the [Accepted](#), [Disputed](#), [Failed](#), and [Pending confirmations](#) search preset buttons search for an agent's past evaluations; the default is seven days.

### List of shared evaluation areas for Supervised Quality Score widget

When edited, this option allows you to select specific [shared evaluation areas](#) to be displayed in a supervisor's Quality Score widget. Note that no shared areas are selected by default. After selecting the desired shared areas, you may choose to either **Apply changes to new accounts only** or **Apply changes to all existing accounts**. The default option is *new accounts*.



Select shared areas to display in the Supervised Quality Score widget

## Miscellaneous

### Set score to zero for failed forms, areas and questions

When enabled, this checkbox sets the score of [failed Omni QM evaluation forms](#) to 0; this setting is enabled by default. If disabled, the actual scores of failed evaluation forms will be presented (e.g., in [Omni QM reports](#)) while the failed element(s) of the form will be highlighted with a caution symbol. Note that an evaluation's failed status can be displayed in the [Actual Evals](#) report and the [Score](#) report by adding the optional Failed column in the [report customizer](#).

# Survey Forms

*Survey forms* are designed to be sent to your customers via email after interactions are completed. Email interactions are not dictated by [scenario](#), so while it is not possible to utilize the interactive survey features associated with chat or voice scenarios, survey forms provide you an opportunity to request satisfaction input.

Survey forms are created and edited in the Survey Form Editor application and can be distributed by post-transaction [workflows](#). Additionally, a single survey form may be configured in any number of languages you need. For more information, see the [configuration example](#).

**Note:** This feature is enabled per contact center. For more information, contact your service provider.



Quality Management > Survey Forms configuration

## Working with Survey Forms

To create or edit a survey form, navigate to *Quality Management* in the root menu and select the **Survey Forms** option. The list in the left pane will list the existing forms. For general information about creating forms, see our [configuration example](#).

### How to Add a Form

1. Click the **Add new form**  button.
2. In the Survey Form Editor application that opens, customize the form by dragging controls onto the form canvas and editing their properties.

## How to Edit a Form

1. Select a form in the list of forms that appears.
2. Click the **Edit**  button.
3. In the Survey Form Editor application that opens, customize the form by dragging controls onto the form canvas and editing their properties.

## How to Delete a Form

1. In the list of forms that appears, select the form you wish to remove.
2. Click the **Delete**  button.

## How to Clone a Form

1. In the list of forms that appears, select the form you wish to duplicate.
2. Click the **Clone form**  button.
3. The duplicated form will appear in the list with the name "Clone of <Name of Original Form>".

## How to Import a Form

1. Click the **Import form**  button.
2. In the dialog that appears, enter the name of the form you wish to import, browse for the file, and click **Upload**.
3. The imported form will appear in the list.

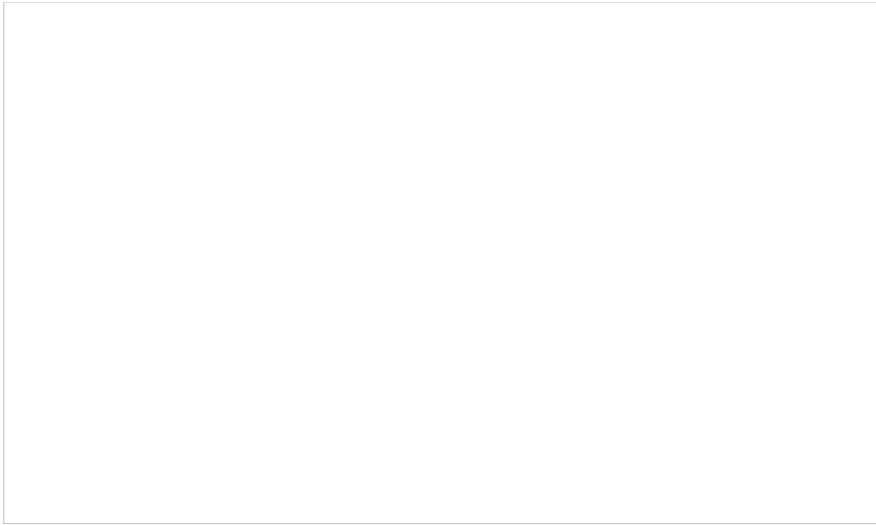
## How to Export a Form

1. In the list of forms that appears, select the form you wish to export.
2. Click the **Export form**  button.
3. The form will be downloaded immediately.

## Properties

The following is a list of editable properties for Survey Forms. To accept changes made to the properties, click the **Apply**  button. To cancel changes before they have been applied, click the **Reset**  button.





Survey Forms Properties tab

## Name

*Name* is the name of your survey form. Note that your survey name can be changed in the Survey Form Editor.

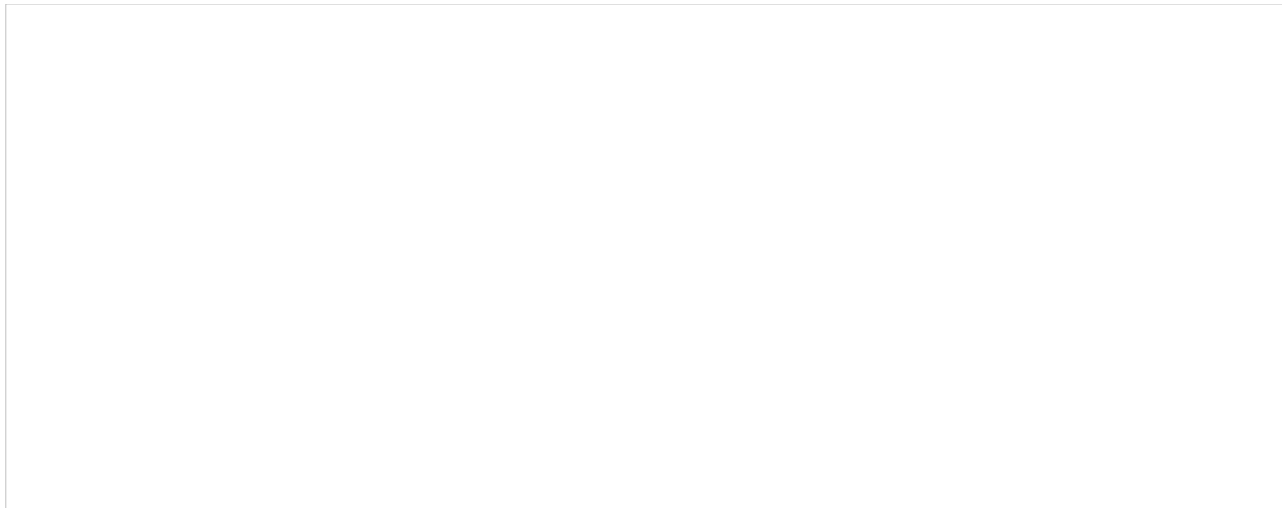
## Select Preview Language

The *Select Preview Language* drop-down menu allows you to preview a form in any of the languages the form was configured in. Note that if your contact center maintains survey forms in different languages, it is possible to change the text of the Submit button in the survey form editor.

# Grading Categories

In contact centers, quality management refers to the process of evaluation of agent performance based on review of call recordings, chat transcripts, and email replies. You can define up to 10 different categories of evaluation. These categories will be available to contact center personnel during the interaction review process. For more information, see chapter [Quality Management](#) of the *Bright Pattern Contact Center Reporting Reference Guide*.

To view and edit evaluation categories, select **Grading Categories** from the *Quality Management* menu.



Quality Management > Grading Categories

Bright Pattern Contact Center provides a set of default categories. To change a default category, hover over it and click **EDIT**.

**Note:** Some service configuration changes that affect agent behavior are not picked up dynamically by Agent Desktop. Thus, after making a change to grading categories and evaluation areas, we recommend that all affected logged-in agents refresh their browser page.

## Call Recording and Monitoring

Call recording and monitoring settings are configured in *Quality Management > Call Recording and Monitoring* in the Contact Center Administrator application.

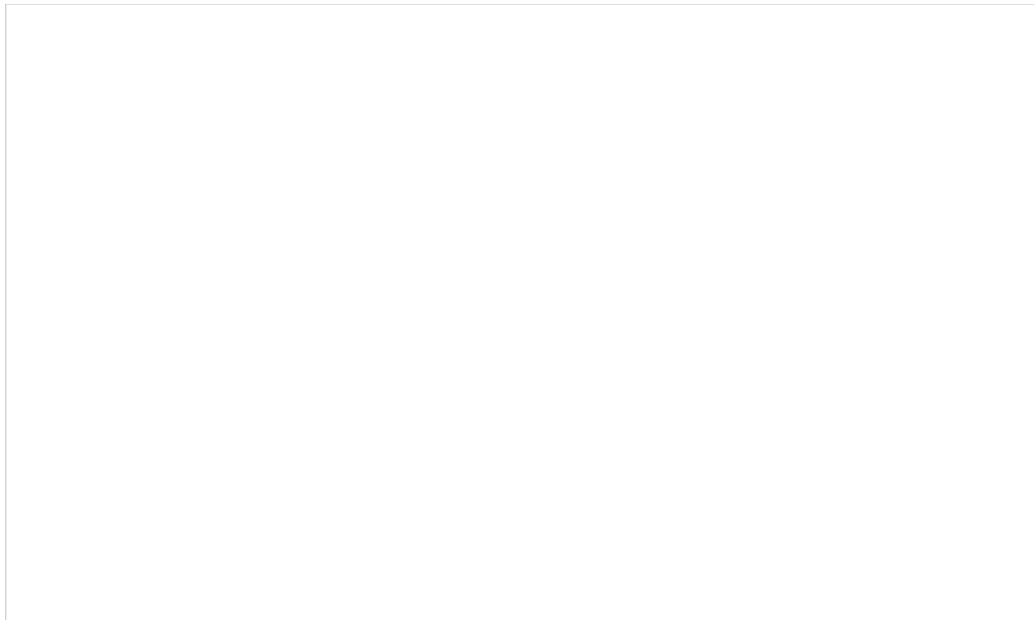
Voice recordings can be subsequently played back via:

- Contact Center Administrator, in the Interaction Record (requires privilege "Listening to all call recordings and view all chat transcripts" or "Listening to call recordings and view chat transcripts on services" in reviewer role; the latter is typically used for BPO client access).
- Agent Desktop, in the contact's Activities (requires privilege "Listen to call recordings and view chat transcripts on assigned services" or "Listening to own call recordings and view own chat transcripts").

Voice recordings can also be exported to an external storage.

**Note:** [Call Recording](#) is enabled automatically when a supervisor begins [monitoring](#) unless the [Recording during supervisor monitoring](#) setting is disabled.

## Settings



## Call Recording and Monitoring settings

### Call Recording

Select the record calls checkbox to enable call recording. If this property is checked, all voice calls will be recorded (inbound, outbound, and internal).

Regular call recording, where speech of all call participants is recorded to the same file, is performed in the GSM format. Your service provider may also enable multichannel recording for you, where speech of each call participant is recorded to a separate file and is performed in uncompressed PCM 16-bit format. If enabled, the multichannel recording will be performed in parallel with the regular recording and will be controlled by the same recording settings and controls. Note, however, that due to their large size, multichannel recordings are usually stored locally for a limited time (check with your service provider) and can be exported via the [Multichannel Recording](#) API method only.

Additionally, note that this configuration setting can be overridden by the following actions (listed in the order from least to most powerful):

- Configuration settings for a specific service
- Configuration settings for a specific user
- Value of scenario variable  $\$(doNotRecord)$
- Manual pause/resume recording commands by Agent/Supervisor
- Automatic recording when a call is monitored
- Presume recording using corresponding desktop API methods
- Value of scenario variable  $\$(banVoiceRecording)$

If a call is transferred, the call recording state is determined by the highest level override present in the main or consult call after transfer. If two or more calls are merged into a conference, the call recording state is determined by the highest level override present in any merged call. Once recording is manually started via API, it can be stopped by only API call or by setting the  $\$(banVoiceRecording)$  variable. Adding or removing services or other users would not stop the recording started by API.

### Play monitoring notification

Select the checkbox for **to agent**, **to customer**, or both to specify who should hear the monitoring notification.

## Monitoring prompt

The *Monitoring prompt* is the sound or other audio message that will be used for the monitoring notification. Click **upload** to add a voice file (in WAV format).

## Play notification tone periodically

### When call is recorded

Select the checkbox for **to agent**, **to customer**, or both to specify who should hear a tone when a call is being recorded.

### When call is monitored

Select the checkbox for **to agent**, **to customer**, or both to specify who should hear a tone when a call is being monitored.

## Periodic Monitoring or Recording prompt

The *Periodic Monitoring or Recording prompt* is the sound or other audio message that will be used as the notification tone. Click **upload** to add a voice file (in WAV format).

### period, sec

*Period, sec* is the period of time (in seconds) to wait before playing the periodic monitoring or recording prompt again. For example, specifying 10 seconds here causes the periodic monitoring or recording prompt to be played every 10 seconds.

## Play notification when recording starts

Select the checkbox for **to agent**, **to customer**, or both to specify who should hear the notification when the recording starts. Note that this notification will play after the manual start of recording only.

### Start recording prompt

The *Start recording prompt* is the sound or other audio message that will be played when recording begins. Click **upload** to add a voice file or sound (in WAV format, no more than 3 MB).

## Play notification when recording stops

Select the checkbox for **to agent**, **to customer**, or both to specify who should hear the notification when the recording stops. Note that this notification will play after the manual stop of recording only.

### Stop recording prompt

The *Stop recording prompt* is the sound or other audio message that will be played when recording ends. Click **upload** to add a voice file or sound (in WAV format, no more than 3 MB).

## Recording during supervisor monitoring

This setting allows you to control whether agents are recorded during [supervisor monitoring](#) or not. Prior to version 5.3.12, when a supervisor began a call-monitoring session, the recording of such a call would begin unconditionally. While this continues to be the default behavior, you can now disable automatic recording of monitored calls by deselecting the *Automatically record monitored calls checkbox*. Please note that if the *Automatically record monitored calls checkbox* is selected, monitored calls will be recorded whether the [Call Recording](#) option is enabled for your contact center or not.

## Recording after external transfer

### Stop recording of calls transferred outside

For voice services, you can discontinue call recording upon transferring a call to an external number.

Instances in which you may not want to record calls include when:

- Customers require calls not to be recorded after transfer to an external number.
- Customers require just the consult portion of the call to be recorded in order to have reference data for the agent.
- Agents must not record calls when transferring to a specific agent.

### Continue recording of calls transferred outside

This selection specifies that the call will be recorded even after the transfer.

### except when calling the following numbers

To create exceptions to your call recording/stopping selections, click **add**.

# Screen Recording

Bright Pattern Contact Center can capture videos of agents' desktop screens during their working sessions and store them for subsequent viewing. Such videos can be used for quality management and training purposes.

The VP8 codec is used for screen recordings. For screen recording playback (when merging call recording audio and screen recording video), audio is transcoded from the GSM codec to the Vorbis audio codec, and audio and video are saved in the WebM format.

For more information about viewing, see section [Screen Recordings](#) of the *Bright Pattern Contact Center Reporting Reference Guide*.

Note that before you can use the screen recording capability, it must be enabled for your contact center at the service provider level. Even if this capability is enabled, the space allocated for storage of screen recordings may be limited by the service provider. It is recommended that you use the options below to enable screen recording only for your planned quality management and/or training tasks (i.e., recording sessions of individually selected agents) and disable them as soon as those tasks are completed.

To configure screen recording settings, select **Screen Recording** from the *Quality Management* menu.



Quality Management > Screen Recording

## Screen Properties

The *Screen Recording* screen properties are described as follows.

### Login sessions of all agents of these teams

The system will perform screen recording of complete login sessions of all members of the teams selected. Click **edit** to add teams.

### Login sessions of these agents

The system will perform screen recording of complete login sessions of the individual agents you select here. Click **edit** to add agents.

### Record login sessions of all agents

Select this checkbox if you intend to record all login sessions of all agents of your contact center. When you select this checkbox, the above two options will change their values to *record all*, regardless of their previous settings.

Note that because the space allocated for storage of screen recordings may be limited, you should consult your service provider before enabling this option.

## Record [X]% of sessions

Specifying the percentage value allows the system to record a percentage of the total logged-in agents. For example, entering a value of 30 will cause the system to record 30% of sessions from all agents who are logged-in to Agent Desktop.

## Grayscale recording

Select this checkbox to specify that Agent Desktop screen recordings will be saved in grayscale instead of color.

## Target bitrate

This parameter sets the maximum bitrate for the screen recording. It can be used to achieve the desired ratio between the video quality and size of the screen recordings. Note that the service provider may set a limit for the maximum bitrate, which may affect what you can set for your screen recordings.

## Do not record session when agent states are

You can specify which sessions should not be recorded when the agent is in a particular state:

- Ready
- Not Ready
- Busy
- After Call Work
- Supervision

## Multiple monitors

In some contact centers, agents use multiple monitors, and all screens are recorded and compiled into a single view. Because the screens are compacted into this view, it can be difficult to see the contents of each screen.

The following options make it easier to view the recordings of multiple screens:

- **Record all** - All screens are recorded (default setting)
- **Record primary monitor only** - Only the screen defined as primary in the OS settings shall be recorded
- **Record largest monitor only** - Only the screen with the highest resolution shall be recorded (if all screens have the same resolution, the primary screen shall be selected for recording)

## Storage

You can select where screen recordings will be uploaded and stored.

Choose from one of the following options:

- **Local storage** - Keeps screen recordings on local hosts (default)
- **Amazon AWS** - Available if an AWS integration account is configured (see *Integration account* below)

When **Amazon AWS** is selected, then screen recorder will continue to write screen recording files locally but will try to upload 15-minute segments to Amazon AWS as soon as each segment is completed on disk. As soon as they are successfully uploaded, the screen recorder will remove the local copy and write the corresponding record to the database. If recordings are encrypted, the screen recorder does not decrypt them before uploading to S3.

Bright Pattern's screen recorder treats Amazon AWS as a hard drive (i.e., if a file cannot be uploaded to AWS during the first attempt, it will be removed from AWS and error information will be written in the log file.

## Integration account

The [integration account](#) selector is available only when you select the *Amazon AWS* storage option (see above). This selector will be grayed out upon selecting *Local storage*.